Indiana Eligibility Modernization Initiative
Informational Meeting Question & Answer Sessions
Updated June 18, 2007

The Indiana Family and Social Services Administration (FSSA) is embarking on a modernization effort that will transform the way clients interact with FSSA. This modernization will provide clients with more choices and convenience while improving accountability for FSSA. The IBM-led Coalition hosted a series of 13 informational meetings around the state for community organizations and service providers to learn:

- ✓ How service will be improved for Hoosiers applying for or receiving public assistance
- ✓ When changes will be coming to your local area
- ✓ How community organizations and service providers can stay informed and become involved

Questions from the 13 informational sessions were gathered by the IBM-led Coalition. Answers to these questions are provided below in six categories. To view a specific set of questions and answers, press "CTRL" and click on the name of the section you wish to view. If you have additional questions, please contact the IBM-led Coalition at vcan@us.ibm.com.

Informational Meeting Q&A Categories

I. Clients

Client Interaction after Modernization

1. **How will the Indiana Eligibility Modernization project streamline the application process?**
   Under the new system, additional methods of submitting application documentation (such as FAX and mail) will allow applicants to reduce the number of visits to a Local Office. A picture of the application process after Modernization can be found at www.in.gov/fssa, click on "Eligibility Modernization" and select "Application Process after Modernization."

2. **Will computer-generated client notices still exist? If so, will the notices be simplified and easier to read?**
   The IBM-led Coalition recognizes the value of having clear, easy to read notices from the Indiana Client Eligibility System (ICES) system. As such, during the Modernization, if there is a need to replace any current system-generated notices, the IBM-led Coalition will work with FSSA to improve the format and content whenever possible.

3. **What is the process if a client loses his/her Electronic Benefits Transfer (EBT) card?**
   A client who loses an EBT card will call a toll-free number to report the lost card and request a new card. A new EBT card will be mailed to the client.

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Applicant Interviews after Modernization

4. **Will an interview be required for a TANF or Medicaid application? If so, when and how?**
   Interviews are required for TANF and Medicaid; however, they will be conducted over the phone in most cases. In-person interviews may be conducted at the applicant's request or due to individual circumstances such as personal needs or program complexity.

   Once an application is received and reviewed at the Service Center, an appointment notice will be mailed to the applicant with the appointment date and time. If needed, the applicant may call the Service Center to reschedule the appointment.

5. **Will homebound clients be allowed to have a phone interview for Food Stamps instead of a face-to-face interview?**
   Food Stamp applications generally require a face-to-face interview; however, the Food Stamp policy allowing phone interviews for those who cannot get to an office will remain in effect.

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Local Offices/Office Visits

6. **What are the specific Local Office locations and who makes decisions about the locations?**
   Exact locations for offices in each county are not yet available; FSSA and the IBM-led Coalition are working together on these decisions. The locations will be posted to the FSSA website when they are finalized (www.in.gov/fssa, click on "Eligibility Modernization"). Additionally, in the new system, clients will be able to contact the Call Center to find Local Office locations.

7. **Who will take applications in the Local Office?**
   In the 37 largest counties, IBM-led Coalition employees will conduct the intake process. In the 55 counties with smaller populations, offices will be staffed by State workers who will conduct the intake process.

8. **Will eligibility be determined in one visit to a Local Office?**
   For expedited Food Stamp cases, whenever possible, eligibility will be determined on the same day of the client's visit to the office assuming the required documentation (proof of identity) is available. For other types of applications, phone interviews will be used to reduce or eliminate the need for office visits, when possible. Eligibility will be determined once all supporting verifications are provided.

9. **How will Expedited Food Stamps work in the new system?**
Expedited Food Stamps will continue to be processed at the Local Offices so that the application can be authorized or denied on the same day the client is interviewed, assuming required documentation is provided.

10. **How many self-service computers will be available at each Local Office?**
The number of self-service computers that will be in each Local Office has not yet been determined.

11. **If clients are uncomfortable using a computer, can they still apply in person?**
Applicants will be able to get assistance with the computer in Local Offices. In addition, applicants will have the option of using the phone, paper application or having a traditional application interview with a caseworker in a Local Office.

12. **Is a Local Office in every county a requirement for the full ten years of the contract?**
Yes. The contract requires a Local Office in every county for the 10-year contract period.

13. **What changes for clients when they apply at Local Offices between March 19, 2007, and the new system start date for each region?**
On March 19, 2007, many state caseworkers transitioned into full-time positions with the IBM-led Coalition. These employees may perform the initial intake process, but only a State worker can perform the interview for Food Stamp applications or make eligibility determination decisions. Beginning March 19 and continuing in the new system, clients may have one worker start their intake and another worker complete the process.

14. **How will bus passes be handled at the Local Offices?**
All supportive services, including bus passes, will continue to be issued by State workers located in Local Offices.

15. **Is it possible that the caseworkers in specific Local Offices will not be the same people when the new system begins?**
As staff members take on new or different duties, it is possible that caseworkers could move to different office locations.

16. **Will appeal hearings still be held in the client's home county?**
Yes. Appeal hearings will continue to be held in the client's home county.

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Redeterminations after Modernization

17. **What will be the process for redeterminations? Is an in-person interview required for redeterminations?**
The redetermination procedure is in development. We will update this answer when the procedure is defined.

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Special Needs Populations

18. **Will materials be printed in Braille?**
Materials will not be printed in Braille. Applicants or their authorized representatives can schedule a phone or in-person interview with a caseworker to answer questions related to eligibility determination.

19. **If a family is assisting an elderly family member with an application for Medicaid, can they initiate the application process through the Internet?**
Yes, the applicant or authorized representative will be able to start the Medicaid application on the Internet and conduct the interview over the phone.

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Medicaid Waivers/Central Enrollment Unit

20. Will the Central Enrollment Unit (CEU) that processed Medicaid waiver applications still exist in the new system?
The CEU located in the FSSA central office was discontinued on March 19, 2007; however, FSSA and the IBM-led Coalition are in the process of developing new procedures which will be utilized by specialized staff who will receive and process waiver applications. Until the new specialized waiver unit is established, Medicaid Waiver applications will be processed in the Local Offices. When the new system is in place, Waiver Specialists will process waiver applications in the Service Centers.

21. Will eligibility processing for Long Term Care services change under the new system?
Nursing home specialists will process nursing home applications in the Service Centers.

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Confidentiality of Client Information

22. Will service providers still be able to contact the Division of Family Resources (DFR) on behalf of their clients?

An applicant or client must provide written consent (by FAX, by mail, or at a Local Office) for a case manager, attorney, family member or any other person to obtain information about a client's benefits or application status. The consent form must include to whom the client is giving permission and regarding what program [cash assistance/Temporary Assistance to Needy Families (TANF), food stamps and/or Medicaid].

The application also includes an area where an Authorized Representative can be listed by the applicant. This is used most often when an applicant is unable to complete an application or conduct an interview themselves and must give another permission to perform the application tasks on their behalf. Typically, an Authorized Representative is conducting most tasks associated with completing an application on behalf of a client and maintains a relationship with the client. Any authorization will be made part of the client's electronic file so that a staff person accessing the file while answering a question on the phone or at a Local Office will be aware of the authorization.

23. Will clients' attorneys be able to view documentation contained in the system on a Local Office caseworker's computer?
Because the Indiana Client Eligibility System (ICES) has integrated case files, the caseworker will determine whether the screens an attorney wishes to view contain information about individuals other than the attorney's client. If there is information about other individuals on the screen, it will be printed and information related to other individuals will be removed prior to sharing with the attorney.

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II. Internet Application

Application Use and Format

24. Will the application questions and format change?
There will be changes to the application to make it more user-friendly in the online question and answer format. The application will also contain additional questions not included on the current application.

25. How long will it take to complete the online application?
The length of time required to complete the online application depends on how many programs the applicant applies for and how long it takes to find the information they need while completing the application.

26. **How will the online application screening determine the appropriate type of Medicaid?**
The online application will include necessary questions to determine Medicaid eligibility under the category of Medicaid that provides the most benefit with the fewest documentation requirements and will accommodate specialty requirements such as long term care and Home and Community Based Services (HBCS) waivers,

27. **Will each screen of the Internet Application have help for applicants?**
Yes. “Help” instructions will be available.

28. **Is the application saved so that the applicant information can be modified if the applicant is notified that something was incorrect or incomplete on the application?**
Yes. The application will be saved as part of an electronic case file, and information can be added or modified by a worker based on updates from the client.

29. **How much of the application will be filled out online versus being completed by hand (by the applicant)?**
The entire application, except for the applicant signature, can be completed online.

30. **If a client submits information through the Internet application, will s/he have to print and sign the application?**
After the applicant answers the questions within the online application, the system will automatically create a form that includes the applicant information and responses. This form must be signed by the applicant. The form can be printed by the applicant at the location where they are accessing the online application, or it can be printed by the Service Center and mailed to the applicant’s home for signature. If a printer is available, an applicant can print and sign the application. If there is not a printer at the location where an applicant is completing the application, the service center can mail the application to the applicant for signature.

31. **Will the Internet application determine eligibility?**
The Internet application will screen for potential eligibility at the start of the process, similar to the QualCheck system used today. An eligibility determination must be made on each submitted application. The applicant will be notified of the decision by mail.

32. **What is being done to make sure the Internet application is easy to use?**
The IBM-led Coalition is consulting with experts from the IBM Human Ability and Accessibility Center to make sure that the tools created for Indiana’s public assistance applicants are as accessible as possible. Instructions will be simple and easy to read and information will be available in both English and Spanish, with third party translators available. The IBM-led Coalition will also facilitate a client focus group to review an early version of the Internet and phone application tools and gather feedback.

33. **How will the new system address literacy issues?**
Literacy levels of applicants and clients are being taken into account as both the Internet application and automated phone system are being developed to ensure that applicants understand the questions being asked. In addition, the Call Center Agents and Local Office staff can assist an applicant or client if they have difficulty with either tool.

34. **Will all the eligibility rules be available online?**
Eligibility rules are contained online in the Program Policy Manual for Cash Assistance, Food Stamps, and Health Coverage which can be found at www.in.gov/fssa/family/manual.html.

35. **Will the Internet application provide the user with the ability to see Indiana Client Eligibility System (ICES) screens?**
ICES screens will not be available through the online application system.

36. **As the new system is implemented, will clients be able to access information such as their current food stamp balance, allotment, time frame for reauthorization and required verification materials?**
The IBM-led Coalition does not plan to provide benefit information online at this time; however, EBT balance information is available by contacting the EBT Help Desk. An applicant's application status can be received by contacting the Call Center toll-free number. Redetermination information, including required documentation, will be mailed to the client.

37. Will clients be able to view and print out child care referrals on the Internet?
The child care referral procedure is in development. We will update this answer when the procedure is defined.

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III. Service Centers

Service Centers

38. What are the roles for staff at the Major and Minor Service Centers?
The *six Minor Service Centers* will handle case documentation, including application processing, redetermination processing, change reporting, benefit recovery and hearing preparation. In addition, State staff at the minor service centers will make eligibility decisions and conduct Food Stamp interviews over the phone for applicants who cannot visit a Local Office.

The *two Major Service Centers* will provide all of the services offered at the minor service centers, including having State staff who make eligibility decisions and conduct Food Stamp interviews over the phone for applicants who cannot visit a Local Office. The major service centers will also provide telephone application screening and answer applicant/client questions, provide document center processing (transferring paper forms into electronic files) and data center processing.

Applicants and clients will not visit the Service Centers in person. When desired or required, in-person visits will be made to the local offices in each county.

39. How were the locations of Service Centers determined?
The Service Center locations were chosen to minimize travel for employees.

40. Will all servers containing client information be held in Indiana?
Yes. All servers with client data will be housed at the Major Service Center in Grant County, Indiana. Backup servers will be located at the Major Service Center in Lake County, Indiana.

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Call Centers (located within Major Service Centers)

41. What are the Call Center hours?
The Call Centers will operate from 7am to 7pm local time for each region.

42. Is there a time limit for how long a client will have to wait on the phone when contacting the Call Center?
The IBM-led Coalition is required to meet or exceed specific customer service levels, called Key Performance Indicators (KPI's). For example, each month the average time between the end of the introductory message and a call being answered by a person within the Call Center must be two minutes or less. These KPI's are listed within Schedule 10 of IBM's contract with FSSA and can be found at www.in.gov/fssa/transformations/edp/edp/index.html**.**

43. How will an applicant or client get information from a Call Center Agent?
When an applicant or client calls the toll-free number, they will be asked to provide identifying information, such as the last four digits of their Social Security Number and case number or date of birth, to access their case information.

The toll-free number will be available to Region 1 in the fall of 2007. This number can be called from anywhere in the state, however until the new system is deployed statewide, only applicants and clients who live in a region where the new system has been implemented will be served by the Call Center. Until the new system is implemented, clients in other regions must continue to contact their local DFR office for assistance.

44. **Will video relay be available? If so, how will this work with the automated system?**
There are no plans today for video relay; however, there will be TTY support available when the Call Centers are operational.

45. **Will Call Center staff be trained to serve clients with special needs/disabilities?**
The Call Center will be equipped to handle calls from clients with special needs/disabilities. Spanish speaking callers will be routed to Call Center staff fluent in Spanish. Callers with other language needs other than Spanish will be assisted through the use of the ATT Language Line. TTY technology will be used to enable telephone communication with the hearing impaired. All Call Center employees will receive training on how to work with persons who have special needs and disabilities.

46. **Will the Call Center schedule interview appointments or Local Office visits?**
Yes. The Call Center will be responsible for scheduling eligibility-related appointments by phone or in the Local Offices.

47. **Will Call Center Agents answer client-related questions from case managers in community organizations?**
Call Center Agents will provide client-specific information to community agencies' case managers as long as they have appropriate client authorization.

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Application Documentation & Verification

48. **What is the document retention policy?**
Electronic documents will be become part of an electronic case file, and will be maintained for the full ten years of the contract.

49. **How are verification-related documents handled, such as financial documents, deeds, and birth certificates?**
Verification document requirements will not change as a result of Eligibility Modernization. Clients will provide copies of verification documents by mail, FAX, or in person at a local DFR office. These can be sent with their application or after the application is submitted. If originals are mailed to the Service Center, they will be returned to the applicant.

50. **Is there a document prepared for clients on their rights and any rules about using the different methods that will be available within the new application process?**
All of the application methods, including the Internet and phone channels, will generate a physical application that will be signed by the applicant. A copy of the Applicant Rights and Responsibilities is provided with every application.

51. **Will envelopes be provided to clients in order to mail the application and documentation back to the office?**
Return envelopes will not be provided for mailing applications and documentation.

52. **The Deficit Reduction Act (DRA) states that birth certificates cannot be required to be resubmitted once provided by a client. Will clients have to resubmit birth certificates when the new system is rolled out?**
Benefits will not be reduced or terminated due to the unavailability of a birth certificate if one has already been presented at a local office.

53. **When income is verified by comparing income information from the applicant to a credit bureau's records, is the applicant's credit rating used by FSSA or the IBM-led Coalition?**
The applicant's credit rating is not collected from the credit bureaus.

54. **When income is verified, will the applicant's income information be provided to agencies such as the Indiana Department of Revenue and used for purposes other than the public assistance application?**
The exchange with the Indiana Department of Revenue (IDOR) provides FSSA with information regarding potentially unreported resources or earnings. Client data will not be provided to the IDOR for any other use.

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Application Processing

55. **What is the application turnaround time? Will the new system increase the time it takes to process an application?**
The current federal and state requirements regarding application processing time will be in place; however, if complete documentation is received with the application, the IBM-led Coalition believes the processing time will be shorter for the typical application.

56. **Will the combined applications used for Children's Special Health Care Services be sent to the Service Centers?**
The process for combined applications used for Children's Special Health Care Services is being developed. We will update the Q&A when the process is defined.

57. **Will the Eligibility Modernization project change the Medical Review Team (MRT) or appeals processes?**
The new system will not change the MRT or the appeals process. Both will remain the responsibility of the State.

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Caseworkers after Modernization

58. **How will clients know which caseworker is responsible for their case?**
A client will no longer be assigned to a specific caseworker; rather, clients will have access to any caseworker available to ask questions. Applications and calls to the Service Centers will be routed to the first available caseworker.

59. **How will complex cases be handled without an assigned caseworker?**
Specialized caseworkers will be available in the Service Centers for the most complicated types of applications, such as Nursing Home and Medicaid Waiver applications.

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Staffing after Modernization

60. **How will staff levels in the Local Offices change?**
After Modernization, fewer staff will be located in the Local Offices, since many staff will perform Call Center or administrative functions at the Service Centers. Exact staff levels are not available.

61. **Will staffing levels at Local Offices be adjusted based on the number of clients visiting offices versus the number of clients using the mail, FAX or Internet?**
Because the IBM-led Coalition must meet or exceed specific customer service measures, staffing levels will be adjusted if they are not adequate to meet demand.

62. **How will the IBM-led Coalition fill vacancies as employees leave?**
The IBM-led Coalition will hire for vacant positions through each company's traditional recruitment process, such as Internet postings.

63. **What is the long term staffing model? Will there always be 2,200 employees?**
The focus of the IBM-led Coalition will be providing excellent customer service with the right number of staff to handle all responsibilities.

64. **What is the training curriculum for current workers and new hires? How does this help with the consistency of decisions made around the state?**
State and IBM-led Coalition staff will receive training that provides an overview of the new system (Service Center model, etc.). Training for each staff position in the Service Center, and for State and Coalition staff at local offices, will be specialized based on the functions of each position. During the Pilot (Region 1 implementation), updated training may be provided to Coalition and State staff should adjustments in process or systems necessitate new training. After implementation of the new system, training for existing staff will be provided related to new software releases, as well as policy or procedural changes that occur.

    New hires will also receive orientation to the Service Center, as well as training based on the specific job functions they will perform. Additionally, new hires will receive program policy and ICES training.

    New technologies will be used in the delivery of training, including the use of Computer Based Training Modules, PowerPoint presentations, etc. Additionally, training curriculum will be centrally developed and delivery methods will be more standardized to ensure the consistency of information provided to trainees. Competency testing will be conducted at specific points during training to make sure that trainees understand and can apply the information they have received. Repetitive practice opportunities also will be provided.

65. **What types of social service duties will caseworkers focus on when the paperwork-focused duties are reduced as a result of the new system?**
The specialization of caseworker duties allows staff to focus on personal interaction, job training and placement referrals, documentation processing and answering Call Center calls, depending on their job assignment.

66. **How do the IBM-led Coalition and State employee roles differ in application processing duties?**
IBM-led Coalition staff will handle intake of applications; data collection activities for applications; redeterminations and changes, including the request and receipt of appropriate documentation; and calls received at the Call Center. State employees will make eligibility determination decisions and conduct Food Stamp interviews. In 55 counties with smaller populations, state workers may also perform intake duties and answer questions.

67. **Will DFR State staff and IBM-led Coalition staff have the same network access?**
DFR and IBM-led Coalition staff will have access to the same network; however, only State employees will have ICES security profiles that allow staff to make eligibility determination decisions.

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IV. Voluntary Community Assistance Network (V-CAN)

Membership

68. **Will organizations join the V-CAN as the new system is implemented in each region? How will organizations sign up to be V-CAN members?**
All organizations are welcome to participate in the V-CAN and they can join at any time. A V-CAN Registration Form is available through the FSSA website (www.in.gov/fssa, click on "Eligibility Modernization"). Supportive materials, such as client posters and postcards, will be provided to Referral and Access Point members shortly before their region starts using the new application tools. These materials will help V-CAN members inform their clients and assist applicants and clients with the new application tools as they become available.

69. **What type of training and support will be provided to V-CAN members?**
Training sessions will be held in each region before implementation, which will include an orientation regarding the different application tools such as the Internet Application and Call Center system. The

IBM-led Coalition will also provide resources for clients at V-CAN sites, such as tent cards for computers that will provide basic Internet application instructions and tip cards regarding the Call Center system.

70. Will the State donate old equipment to V-CAN members?
State Surplus rules do not allow for the transfer of State property to anyone other than another State agency. However, the IBM-led Coalition will seek "Supporter" V-CAN members who are willing to donate equipment to V-CAN members to assist applicants and clients.

71. Is there a monetary incentive to be a V-CAN member?
There are no plans to provide financial compensation to V-CAN members. It is the intention of FSSA and the IBM-Coalition to provide added applicant/client convenience to V-CAN members' clients through access to application tools.

72. Can the V-CAN sites verify original documents and serve as an address for applicants?
IBM-led Coalition and State staff will verify documents submitted to the Service Center. V-CAN members are welcome to assist clients in accessing a fax machine or other means to send the document; however, they will not verify documents on behalf of FSSA or the IBM-led Coalition. If feasible for the V-CAN member, an applicant or client without a mailing address may use a V-CAN member's mailing address to receive eligibility documents from the Service Center.

73. The Indiana Client Eligibility System (ICES) is a secure system. What assurances will clients and V-CAN members have that computers used to access the Internet Application are secure?
Client information provided through the Internet application is encrypted and will not reside on the V-CAN member's server. Instead, the information will reside on the IBM Coalition server, which is secure.

74. Will V-CAN members take over case management responsibilities if an applicant applies at the V-CAN location?
No. The V-CAN member will **not** be expected to perform any follow-up related to the application or ongoing services.

75. Is there a difference between being a V-CAN member and subcontractor?
Yes. Subcontractors have a financial and contractual agreement with the IBM-led Coalition. V-CAN membership is voluntary and does not require a formal agreement.

76. Are V-CAN members required to turn over client information to the IBM-led Coalition or State?
No. V-CAN members will not be asked to submit any information to the IBM-led Coalition or the State.

77. Are there goals of how many sites will have Internet, FAX and telephone access in each community?
There are not specific targets for the number of V-CAN Access Points; however, applicants and clients will benefit directly from a variety of sites with some level of access in communities throughout the State. The IBM-led Coalition will continually encourage organizations throughout the state to join the V-CAN and offer access to clients.

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Access Points

78. What is an Access Point?
An Access Point is a type of V-CAN member. A typical V-CAN Access Point will be a local agency that serves clients who may be eligible for public assistance services such as TANF, Food Stamps or Medicaid. Access Points will provide the applicant with access to a phone, computer or FAX machine to submit information related to an eligibility application or manage their ongoing benefits. There is no requirement for an Access Point to provide access to all tools available, nor is there a requirement for an Access Point to serve people in addition to their current client population.

79. Are there mandated business hours for Access Points?
No. There are no set business hours required of a V-CAN member.

80. **Will Access Points have a list of all required application documentation?**
Applicants will be notified of the specific documentation required for their application, which will depend on the programs involved.

81. **Will Access Points provide their own equipment such as computers and telephones?**
Yes. Access Points will use their own equipment for applicants and clients to use. However, the IBM-led Coalition will attempt to identify Supporter members of the V-CAN who are willing to donate equipment to Access Points to assist applicants and clients.

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V. Program-related

Child Care

82. **How will the Indiana Eligibility Modernization project impact the Child Care Development Fund (CCDF) program?**
The CCDF program is included in the contract between FSSA and IBM. The IBM-led Coalition is scheduled to assume the administration of the CCDF program in the fall of 2008. Additional details regarding how the operations of the program will be affected will be provided closer to the implementation date.

83. **Who will provide child care referral vouchers for clients?**
The child care referral procedure is in development. We will update this answer when the procedure is defined.

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Hospital Care for the Indigent (HCI)

84. **Will Hospital Care for the Indigent (HCI) change under the new system?**
The HCI program will not change as a result of the Indiana Eligibility Modernization project.

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Hoosier Healthwise Enrollment Centers

85. **Will the Hoosier Healthwise Enrollment Centers be part of the new system? What will happen to Memoranda of Agreement (MOAs) with Hoosier Healthwise Enrollment Centers?**
Hoosier Healthwise Enrollment Centers will continue to operate in the new system; the MOAs in place today will continue to be in effect.

The Hoosier Healthwise paper applications are currently taken to the Local Offices. What will is the process under the new system?
Hoosier Healthwise Enrollment Centers will be able to use the Hoosier Healthwise paper applications ("purple applications") in the new system, sending them through mail or FAX to the Service Center. Enrollment Centers are also invited to join the V-CAN as Access Points, offering their clients access to the other application tools, such as the Internet Application, should they prove to be more convenient for their applicants.

86. **Will the Hoosier Healthwise Helpline toll-free number be eliminated?**
The Hoosier Healthwise Helpline managed by the Office of Medicaid Policy and Planning enrollment broker will remain in place.

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Indiana Manpower and Comprehensive Training (IMPACT) Program

87. How will the IBM-led Coalition assist in job training and placement?
The IBM-led Coalition will begin to administer the IMPACT program as the new system is implemented in each region. Arbor, one of the IBM-led Coalition members, is able to provide direct training services to IMPACT clients and could choose to sub-contract to other service providers, as well. Service providers interested in sub-contracting opportunities should review Schedule 10 in the Master Services Agreement between the State of Indiana and IBM, available at www.in.gov/fssa/transformations/edp/edp/index.html. The incentives and penalties that apply to the IBM-led Coalition will also apply to subcontractors. Arbor will release a Request for Proposals to during the summer of 2007 to solicit proposals from prospective IMPACT sub-contractors.

88. What agency(ies) will provide IMPACT services between the current contracts' expiration date (September 30, 2007) and each region starting the new system (when the IBM-led Coalition assumes the administration of the program)?
FSSA will be communicating with current IMPACT providers regarding IMPACT services between October 1, 2007, and the implementation dates for Regions 2, 3 and 4.

89. Will Arbor be hiring staff and where will the offices be located?
Arbor will hire staff, which may include some of the former FSSA employees who transitioned to the IBM-led Coalition in March 2007. Arbor staff will be located in the joint Coalition/State offices in the 37 most populous Indiana counties and will serve participants throughout the state.

90. What is the IBM-led Coalition's job training approach?
Arbor uses the Vantedge curriculum, which is Arbor's proprietary curriculum. Other materials used with clients depend on the participant and the activity.

91. Will post-secondary education be considered a step to self-sufficiency in order to receive benefits and exempt a participant from other job training?
Education will be counted as work participation to the extent allowed by state and federal law.

92. Will there be a program to help ex-offenders gain self-sufficiency?
Currently, the IBM-led Coalition does not plan to offer separate job training and placement programs for ex-offenders; however, ex-offenders will be served whenever they are engaged in IMPACT services. The IBM-led Coalition may consider use of targeted services for special populations if they appear to be needed.

93. How will the Indiana Eligibility Modernization project improve work participation rates in areas that don't have enough good jobs?
Economic development is a priority in several areas of the state, though it is not directly related to the activities of the IMPACT program. Job developers employed by Arbor will work toward encouraging the development of positions that can assist IMPACT participants in reaching self-sufficiency.

94. Since the State is determining eligibility, is Arbor or a subcontractor going to determine non-compliance and sanctions?
Only State workers can make eligibility decisions. Because sanctions are an eligibility decision, State workers will make the decision to implement sanctions based on compliance information received from the IBM-led Coalition.

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Medicaid

95. Will the Qualified Medicare Beneficiary (QMB) and Specified Low-Income Medicare Beneficiary (SLMB) applications be handled through the new system?
Yes. Applications for QMB/SLMB will be handled through the new system.

96. Will documents related to Medicaid spend-down still need to be dropped off at a local office, or can these be handled another way such as through the Service Center?
Because spend-down requires a review of documentation, copies of documents may be provided by mail or FAX to the Service Center or presented at the Local Office. If presented at the Local Office, the copies will be sent for a worker to process at the Service Center.

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VI. General Questions

The IBM-led Coalition

97. Who are the IBM-led Coalition members?
The IBM-led Coalition is led by IBM, which will handle management of the initiative and the development of the majority of the technology associated with the new system. Other IBM-led Coalition partners include the following:

- Affiliated Computer Services (ACS) will oversee the day-to-day operations of IBM-led Coalition Service Center facilities and eligibility-related staff.
- Arbor Education and Training will administer the IMPACT job training and placement program.
- RCR Technology Corporation will create and support the technology related to comparisons of data between ICES and systems administered by outside entities, such as the Indiana Department of Revenue and credit bureaus.
- Phoenix Data Corporation will perform the duties associated with scanning and cataloging application documents that are made electronic for the new system.
- Haverstick will implement much of the technology infrastructure, such as networking equipment.
- Interactive Intelligence will provide the software used for the automated phone system.
- Crowe Chizek and Company LLC will provide communications and outreach services, as well as fraud detection services.
- Alpha Rae Personnel will provide ongoing staffing needs.
- Postmasters will provide outgoing mail services.

98. Do the IBM-led Coalition members qualify as Indiana companies?
All of the companies listed in the previous question qualify as Indiana companies under the state statute related to the Buy Indiana Initiative (IC 5-22-15-20.5). The categories include those companies that make a substantial capital investment in Indiana or have a substantial Indiana economic impact.

99. Is the IBM-led Coalition open to constructive criticism about the new system, especially during the pilot process?
The IBM-led Coalition encourages feedback from community organizations before, during and after each regional implementation. This feedback will be critical to ongoing improvements to the system.

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Fraud Prevention

100. What are the measures and level of security in place to protect confidential client information?
IBM-led Coalition and State staff will operate under the same strict guidelines regarding confidentiality of information. Tivoli Access Manager will be used to make sure that outside personnel do not have access to confidential data.

Security measures for application information differ depending on the method of information submission. Personally identifying information (such as a Social Security Number or date of birth) will be required to access information on the Internet or the Call Center Automated System.

101. How will the Indiana Eligibility Modernization initiative improve fraud prevention?
New comparisons of income reported by clients and income reported in other databases (e.g., income information from the Indiana Department of Revenue) will assist in making sure income information is accurate.

102. Are there measures in place to ensure that clients are not receiving benefits from another state?
There is a comparison of client data between Indiana and other states to protect against clients receiving benefits from more than one state.

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Policy

103. Will the IBM-led Coalition follow the State policies as they exist today?
Yes. The State maintains all responsibility for policy, including policy changes and updates in the future. The IBM-led Coalition will implement future policy changes and may provide policy recommendations as appropriate.

104. How will the IBM-led Coalition make sure that information is provided consistently?
State and IBM-led Coalition staff will be provided with the same training in policies and procedures to encourage consistency across the state. The State and IBM-led Coalition documented all procedures associated with the application process at the beginning of this initiative to promote consistency.

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Service-Level Agreements

105. If State workers make eligibility decisions, how will ACS be held accountable for error rates?
Although State workers will always make the eligibility determination, the information gathered by the IBM-led Coalition will be used by State workers to make those decisions. In addition, the training for State workers will be provided by the IBM-led Coalition. Coalition error rates will gauge whether or not appropriate procedures are being followed to promote accurate decision-making.

106. Will denied applications be reviewed for errors?
A sample of applications denied by State workers will be reviewed for errors, just as a sample of approved applications will be reviewed.

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Other

107. What happens with pending applications when regions transition to the new system?
Depending on where the application is in the process, some of the applications already in process at the time of transition to the new system will be completed in the current (or “old”) system and others in the new system.

108. Will FSSA be notified if enrollment declines?
FSSA and the IBM-led Coalition will be monitoring the number of applications each month compared to the same month from the prior year to monitor ongoing accessibility of the application system.

109. How many new clients will be added in the first year?
Future caseloads have not been estimated.

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